CALTRANS REGIONAL OPERATIONS FORUMS

District 2 – Introduction to the CMM

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This Module

▶ What is working well?

▶ What can be improved?

▶ The Capability Maturity tool (CMM) in concept

▶ How CMM self-assessment is applied to TSMO

▶ Self assessments of ROF attendees

↳ Your agency

↳ The corridor partnership

▶ Specific actions to advance priorities

▶ ***The answers are in the room***

Kimley»Horn

The Capability Maturity Model (CMM) Process

What are "Capabilities"

▶ Not just infrastructural systems

▶ Not just staff technical capacities (KSAs)

But -- at the entity level (agency):

▶ Values and norms supporting working towards common objectives

▶ Sustainable resources ($, staffing)

▶ Technical and managerial systems

▶ Institutional configurations (internal, external)
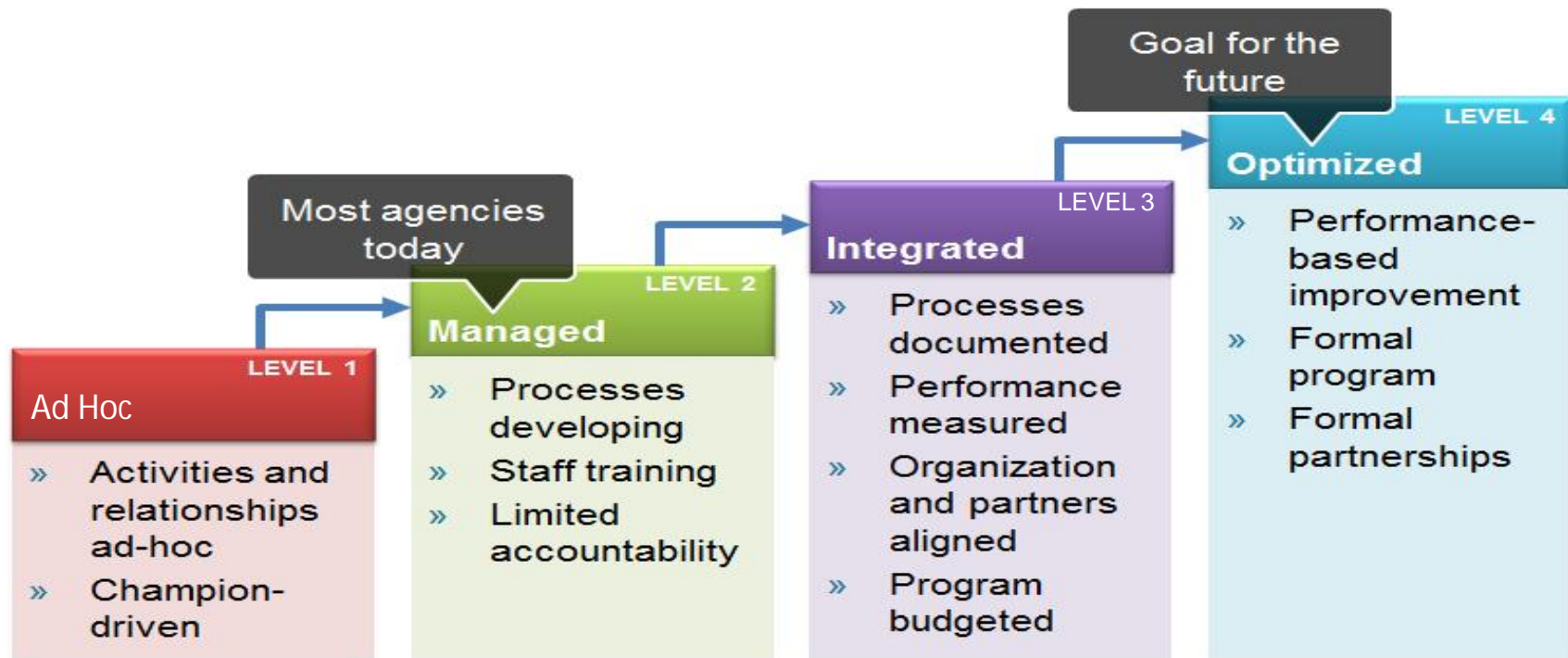
All the factors that promote *continuous* improvement

Dimensions (Capabilities) for TSMO

▶ Business Processes

▶ Systems and Technology

▶ Performance Measurement

▶ Staffing and Workforce

▶ Culture

▶ Collaboration

Capability Levels

Goal for the future

LEVEL 4

Optimized

» Performance-based improvement
» Formal program
» Formal partnerships

LEVEL 3

Integrated

» Processes documented
» Performance measured
» Organization and partners aligned
» Program budgeted

Most agencies today

LEVEL 2

Managed

» Processes developing
» Staff training
» Limited accountability

LEVEL 1

Ad Hoc

» Activities and relationships ad-hoc
» Champion-driven

Ground Rules

▶ Strengths, weaknesses and opportunities

▶ Will not attribute specific names to specific challenges

▶ The answers are in the room